

Town of Windham

Town Offices 8 School Road Windham, Maine

Meeting Minutes - Final Town Council

Tuesday, April 22, 2014 7:00 PM Council Chambers

I. Roll Call of Members.

Councilor Noel arrived at 7:04 p.m.

Present: 6 - Donna Chapman, Roy Moore, Bob Muir, David Nadeau, Matthew Noel and Dennis

Welch

Absent: 1 - Thomas Gleason

II. Pledge of Allegiance.

Vice Chairman Welch led the assembly in the Pledge of Allegiance.

III. Minutes to be Approved:

CD 14-108 Minutes of the April 8, 2014 Meeting.

Attachments: Minutes of the April 8, 2014 Council Meeting

A motion was made by Councilor Muir, seconded by Councilor Chapman, that the Minutes be approved. The motion carried by the following vote:

In Favor: 5 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau and Vice

Chair Welch

Absent: 2 - Council Chair Gleason and Councilor Noel

IV. Public Participation.

Ron Eby: He came to speak about the future of Summerfest, and the future involving the town and with the Town Council. Summerfest was almost lost last year, but a dedicated group came together and was able to organize and do great things. He asked the Council to look at putting a discussion item on the agenda about Summerfest, and what support from the town means. They realize there is impact on the town in regard to public services, i.e. fire department/police department and the school district.

He said 7 years ago he came before the Council and asked for \$5,000 to help seed Summerfest. He feels they have proven that it is well invested and good for the community, but it is going to take the cooperation of the community, the Summerfest group and the support of the Council. Again, he would like it added to the agenda, and he would plan to attend that meeting.

V. Councilors' Comments.

No Council comment.

VI. Council Correspondence.

Councilor Nadeau: He had a question about the General Assistance and the counts for Windham being 49 and Gorham with 46. He asked Tony about the data, and said Tony they had 6 months of data, and the pattern is fairly similar but they do not know what the summer will look like. Councilor Nadeau said he thought they need to look at that budget, as it is up to \$32,500 for half year and only \$50,000 was budgeted.

Councilor Noel: He said based on the data it looks like the towns are splitting that GA resource close to 50/50 and the charge to Gorham was only 20% of the week. He asked if that data had been reflected into an adjustment for the fiscal year 2014-2015? Tony said partially. He said they have already made somewhat of an adjustment, but it was contingent on reviewing the data, so they may need to make some further adjustment and he said it was increased from about \$13,000 to \$17,000.

Also, he likes the reports even though he equates them to be levels, not necessarily measures of whether we are getting better or worse. As it relates to Code Enforcement, he said it would be helpful, in terms of trying to get to a measurement, if there is an indicator that says they performed 159 inspections for the month of 2014. He would like to know how many of those things were done on-time, what is the on-time record, as it is a huge indicator of the service that the town is providing. If they say they will be some where at 10:00 and they show up at 10:00, then he would like to see an "On-Time" measurement, specifically with something that has an activity level of this nature.

Another one for Code was they issued 64 permits, what is the cycle time to get a permit from the first day it is applied for to the time it is signed off? It shows we are going to do it in two weeks but do we do it in two weeks? Councilor Nadeau said they should have a little check list they can run through to see if things are done correctly. Councilor Noel noted they are also tracking daily tracking for mileage for inspections, how does it relate to the service or success of Code Enforcement?

Councilor Nadeau: He said in the Fire/Rescue's report they were looking at cardiac monitors, and he wanted to know if it was in capital? He could not see that it was in there.

Councilor Noel: In regard to Controls from Brian Wolcott - it indicates that on the Quarterly Appropriations Various Analysis it said the budget was not sufficient for Workman's Compensation? He asked if we had an increase in that area since the budget was created last year? Tony said Workers Comp renews in January so we do not know exactly what the rate will be when we budget for it in a fiscal year beginning in July, so we estimate. He noted that there were some worked related incidents that drove the cost up. He also said there is a note on recreational programming that has a 1,111% over budget, Tony said those accounts should not go against 5111, they should be coming directly out of the Recreation Program Fund, and in talking with Brian Ross, they are pretty much on budget.

Councilor Chapman: The Library was \$30,000 over budget last year, and it was used to pay back someone when they left for the time they did not use. She suggested they look at the accrued sick time and vacation time for employees and how it affects budgets when someone leaves/retires. Tony explained that when the previous Director retired she had accrued unused vacation time and when an employee leaves they are paid for half their accrued, unused sick-time. This year, knowing they would have some retirements, they reserved against those for this year, and they will not hit the budget the way that one did.

Councilor Noel: Spoke about the Urban Run-Off 5K race/walk that will take place on April 26th at Deering High School. It is relative to Earth Day and trying to maintain

green neighborhoods.

CD 14-080 Planning Department Monthly Report - March 2014

<u>Attachments:</u> Planning Department Monthly Report - March 2014

CD 14-085 Public Works Monthly Report - March 2014

Attachments: Public Works Monthly Report - March 2014

CD 14-086 Social Services Report - March 2014

Attachments: 2014 March Social Services Report

CD 14-087 Tax Collection/Motor Vehicle Monthly Report - March 2014

Attachments: Tax Collection Monthly Report March 2014

CD 14-088 Storm Reports - March 5, 11, and 12, 2014

Attachments: Storm Report - March 5

Storm Report - March 11 Storm Report - March 12

CD 14-089 Maine Public Employees Retirement System reporting changes

<u>Attachments:</u> Maine Public Employees Retirement System reporting changes

CD 14-090 Cumberland County Commissioners' Meeting Minutes of March 10,

2014

<u>Attachments:</u> 3-10-14 Approved Minutes

CD 14-091 Cumberland County Commissioners' Conference Call Minutes of March

14, 2014

Attachments: 3-14-14 Minutes of Conference Call

CD 14-093 Windham Public Library Monthly Report - March 2014

<u>Attachments:</u> Windham Public Library Monthly Report - March 2014

CD 14-095 Code Enforcement Monthly Report - March 2014

<u>Attachments:</u> Code Enforcement Report March 2014

Permits Issued - Fiscal 2013-2014

CD 14-097 Assessor's Monthly Report - March 2014

Attachments: Assessor's monthly report - Marc h 2014

CD 14-099 Fire-Rescue Monthly Report - March 2014

Attachments: Fire-Rescue Incidents Report - March 2014

Fire-Rescue Monthly Report - March 2014

CD 14-102 Monthly financial reports & quarterly variance analyses as of April 7,

2014

Attachments: Appropriation Control Report - Period 9

Quarterly appropriations variance analyses

Revenue Control Report - Period 9

Quarterly revenue variance analysis

CD 14-103 Town Clerk's Monthly Report - March 2014

Attachments: Town Clerk's Monthly Report - March 2014

CD 14-105 Urban Runoff 5K Race & Walk

Attachments: Urban Runoff 5K Race and Walk Poster

CD 14-111 Spring 2014 Leaf and Brush Disposal Notice

Attachments: Spring 2014 Leaf and Brush Notice

CD 14-115 Police Department 2Q Performance Measurement Memo

Attachments: Police Department 2Q Performance Measurement Memo

CD 14-117 Request from R & T Enterprises, LLC to rezone a property on Sandbar

Road identified on Tax Map 18, Lot 31C, from Commercial 1 (C-1) to

Medium-Density Residential (RM).

Attachments: R&T Rezoning Request Planning Department Memo - April 17, 2014

VII. Town Manager's Report.

CD 14-113 Town Manager's Report - April 17, 2014

Attachments: Town Manager's Report 20140417

April 3, 2014 ICMA PowerPoint Slides - How to Hire a Police or Fire

Chief

Tony Plante: Reported that the leaf and brush disposal area adjacent to Public Works, 185 Windham Ctr. Road will be open this Friday, April 25th and will remain open until

Monday, May 19th. Leaves and brush only will be accepted.

In his written report to the Council this week he included the list of budget review

meetings and said they are listed on the meeting video page on the town's website, and they will upload the material that goes along.

He included a copy of a presentation that was part of a webinar that he and the Assistant Town Manager sat in on on. It was about how to hire a Police or Fire Chief, which came at a very good time. He thinks this approach merits discussion and consideration, and has been added as a discussion item for the May 13th's meeting.

A reminder that the town office will begin its new office hours tomorrow, April 25th and noted we will now be open Monday through Friday 8:00 a.m. to 4:00 p.m. A log sheet has been devised to keep track of the feedback as we hear it, whether it is bad or good.

Tony agreed with Councilor Noel that a lot of information that are in the monthly reports are just outputs. He said one thing that is missing is any kind of comparison, what has March looked like for the last three years?

At the Finance Committee Budge Review session last week our new Library Director, Jen Leo, prepared some staffing numbers comparing Windham Public Library to a number of other area public libraries, and the numbers for Windham, were quite a bit less. Compared to other libraries we have fewer staff for a given population size in the southern Maine communities. We are trying to do as much, but it is clear why some of it is a bit of a struggle which is due to our lower staff numbers. He said it relates to safety, programming, service effectiveness, and translates into how much of our mission we are able to accomplish.

Councilor Noel mentioned that he received a phone call regarding the new hours and they wanted it open nights, he explained the costs for the service. Also, in the Police Report in regard to CCRCC, they were complaining about how now that everything has gone to Spillman there were some issues with data. Tony said he understood that the data was converted, but there were some differences the way the IIMC system captured data and the way Spillman does. Councilor Noel asked if Tony could find out if they lost data when it was converted and can they still use it?

Councilor Chapman said she also received a call about having night hours.

VIII. Committee Reports.

A. Council Subcommittees.

1. Appointments Committee.

Councilor Chapman: She reported that they had some interviews scheduled for this evening; an interview for the Planning Board and one more application coming in, so they will hold off doing anything with the other two applicants until the third application is received. Mr. Cummings did not show up and she thought he might have forgot and she hoped to reschedule. Lisa Webster has withdrawn from the WEDC. She will notify some people but they are still taking applications for that position. They will be making 3 appointments tonight.

2. Finance Committee.

Councilor Nadeau: Reported that they met last Wednesday night with the proposed Manager's budget and they covered Admin Services - Accounts 1110-1160, and 1210-1230, Town Clerk, Library, Capital and other charges on 9170 & 9510. They are

meeting again on April 23rd at 7:00 to discuss Public Works and Fire/Rescue.

B. Other Committees.

Land Use Ordinance Committee.

No report.

Public Easement Advisory Committee/Roads Policy Task Force.

Councilor Nadeau: Reported that they will not do anything until the roads have been checked by Doug Fortier.

3. Windham Economic Development Corporation

Councilor Noel: Reported that the WEDC met last week. On May 6 at WHS from 9:45 to 11:00 the Work Force for the future will be holding a session. The goal is to engage high school students in work related and professional experience opportunities. If you are interested in learning more about this and participating, please Contact Steve McFarlan who can be reached at the Windham/Raymond Adult Ed. or through the WEDC.

The Planning Subcommittee continues to work on Angler's Road, and there is some activity on a potential purchase sale agreement for a portion of that, which means the Town Council will be reviewing that and what it means to that parcel.

There is a "How to work with Windham" manual that is being created. A draft copy is being reviewed by the WEDC. There are also some zoning recommendations to make it a little bit easier, cleaner, clearer on what is a permitted use, and what is acceptable uses in the various commercial districts. The goal for these zone requests and potential changes will be that the WEDC is trying to work hard with staff and amongst the committee, to create the changes in ready form, and if the Council chooses to send it to the Land Use Ordinance Committee so be it, but their goal is to have them in a form that can go directly to the Planning Board for consideration and not go to another sub-committee for additional work.

IX. PUBLIC HEARINGS.

CD 14-110 To receive comment on a new special amusement permit application

submitted by Kenneth Ray d/b/a Club 302 LLC.

<u>Attachments:</u> Special Amusement Permit Application - Club 302 LLC

No public comment.

X. CONSENT AGENDA.

XI. UNFINISHED BUSINESS & GENERAL ORDERS.

To approve amendments to the Floodplain Management Ordinance,
 Chapter 98, to add citations to additional map references. (Original order 14-035 postponed March 11, 2014 pending receipt of information

regarding the benefits of the National Flood Insurance Program and proposed changes to flood insurance rate maps, which will occur at the meeting of April 22, 2014.)

Attachments: 14-035 Floodplain Ordinance Amendment

Sue Baker - State Coordinator for the National Flood Insurance Program: Heather McNally asked her to come and talk about the Flood Insurance Program and the benefits to the residents of Windham. Ms. Baker provided the Council with some informational materials. She wanted to make some things clear as the town was under the impression that they are currently not compliant with the flood insurance program and she said she did not believe that to be true. She does need to look at the town's most current ordinance, but she is not aware that it is out of date to any degree that we need to make any amendments tonight. She thought what Heather was referring to is that when there are new flood insurance rate maps that become effective for our community, all of the communities are required to update their ordinances to reflect those new flood insurance rate map panels. The requirement to do that is in the last 6 months prior to their effective date; due in part because we won't know what the effective date is, it will be set 6 months before the date, and during that 6 months compliance period we will be working with our community providing a custom model ordinance that contains all the necessary changes, the proper references to the new maps, and beyond that, she thought there would be very few changes to what we have in effect already.

She went on to say that the Town of Windham has been participating in the National Flood Insurance Program since 1975. That puts Windham in the category of the first big wave to join the program after its initial passage in 1968. Windham's current effective map is dated September 2, 1981, so it is clearly 30 years old. To Ms. Baker's knowledge there was no new study done in Windham, rather they took the flood hazard data that there was and they overlaid that onto a orthophoto, which is better than the old white background and easier to use. As far as she is aware, Windham's requirement to update our ordinance will not come until December or January 2015, and as long as they stay on schedule they are expecting the final map date to be early July 2015.

As far as those in Windham who are taking advantage of the town's participation; how it works is in order for federal flood insurance to be sold in the community of Windham, Windham made a deal that it will adopt a Land Use Ordinance that regulates development or meets federal and state standards in the flood hazard areas. That is what actually allows flood insurance to be sold and the requirement to update the town's ordinance to reflect those new panels, and if the town does not adopt them, they will be suspended from the flood insurance program. It is important to do when the time comes, and they will be working with all of the communities.

Ms. Baker said there are currently 75 policies within the Town of Windham, and only 39 of those are within a mapped FEMA flood hazard area; so there are approximately 35 other folks who are taking advantage of the fact that Windham participates. Those 75 policies represent a flood insurance program total coverage of over \$16.2 million dollars.

She referred to one of the handouts where it explained when Windham has to adopt the new data and what happens if the community does not adopt the new maps and data. If a community is suspended from the program, no new flood insurance policies could be sold and none would be able to be renewed, and that would put people in a bad spot with their lender if they are required to have flood insurance as a condition of their mortgage.

It also reduced disaster assistance whenever we have a presidentially declared

disaster, if your community does not participate, financial assistance will be limited. There are pretty serious consequences for being suspended or choosing not to participate.

Councilor Chapman asked her if she was still working on the language with Heather? Ms. Baker said as far as she was aware Windham is compliant, as we sit now, but she will go back and double check. She thought Heather was trying to point out that there is going to come a time within the next year or so that Windham will be required to update the ordinance. Councilor Chapman wants to make sure we won't negatively impact people, due to the costs associated with the flood insurance.

Councilor Nadeau explained that we have an ordinance, the state updated theirs and the town adopted it. The state sent us a letter saying that they left out the flood map dates of Sept, 2, 1981 and it needs to be included. We are being asked to accept the ordinance again with that map.

A motion was made by Councilor Muir, seconded by Councilor Chapman, that the Order be approved as amended. The motion carried by the following vote:

In Favor: 5 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau and Vice

Chair Welch

Absent: 1 - Council Chair Gleason

Abstain: 1 - Councilor Noel

<u>14-095</u> To approve applications for watershed protection grants, such funding to

be paid from fiscal year 2013-2014 watershed protection funds in

account 100-1150-44070.

<u>Attachments:</u> Collins Pond Improvement Association Grant Application

Little Sebago Lake Association Grant Application

Windham Land Trust Grant Application

Windham Land Trust Report on Sewage Sniffing Dogs

Windham Land Trust 2013 Report of Watershed Protection

Windham Land Trust 2013 Watershed Budget report

Councilor Chapman moved the Order, seconded by Councilor Muir.

Councilor Chapman: Stated there was a question whether the Windham Land Trust was compliant or not at the last meeting, and they did send in their report showing they were in compliance.

Tony stated that there is \$10,000 in the account, and we have applications totaling \$14,655.

Councilor Nadeau: moved to amend that they approve the Little Sebago Lake for \$7,000, Collins Pond for \$1,500, and Windham Land Trust for \$1,500, seconded by Councilor Noel.

Valerie Devuyst, Secretary of the Windham Land Trust: She said they asked for \$3,155 and \$1,000 of that request was for the dogs who can distinguish between feces that is causing the high amount of E. coli in the streams, \$500.00 for the testing afterwards that is required, and then they have planting, which they have raised money for, so they

would have to cut out one of their projects. So by cutting the budget to less than half of what they are asking, it decimates their plan for testing the water quality.

Vote on motion as amended.

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

<u>14-099</u> To make appointments to boards and committees.

A motion was made by Councilor Chapman to appoint Beth Schidzig to the WEDC for a two-year term, Steve Clauson to the Assessment Review Board for a three-year term, and Peter Gilman to the Land Use Ordinance Committee for a two-year term, seconded by Councilor Muir, that the Order be approved. The motion carried by the following vote:

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

14-103 To approve a victualer's permit application submitted by Michael

Hoglund on behalf of Painted Turtle d/b/a Country Side Butchers,

located at 771 Roosevelt Trail.

<u>Attachments:</u> Painted Turtle-Country Side Butchers

Certificate of Association-Painted Turtle

A motion was made by Councilor Muir, seconded by Councilor Chapman, that the Order be approved. The motion carried by the following vote:

In Fayor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

14-104 To approve an agreement between the Town of Windham and the Maine

Department of Transportation (MDOT) to issue a construction overlimit permit to the contractor providing construction services for Project No: STP-1121(910)X, located on River Road, beginning at the intersection of Route 202 and extending northerly 6 miles to the intersection of Route

302.

<u>Attachments:</u> MDOT Overlimit Permit Request for River Road

Councilor Muir moved the Order, seconded by Councilor Chapman.

Councilor Noel: He asked Tony if they would require a bond for the contractor? Tony said they will want to meet with the contractor after the bid has been awarded and he said they might, depending on where they intend to go. He said they can ask them to define their routes in and out. Councilor Noel asked what sways his decision one way or the other, Tony replied it depends on which road they go on. Councilor Noel stated

he would hate to have those large trucks go down Park Road and others that have been recently resurfaced, and if that was the case, then a bond should be required. Tony said those would be part of the reconstruction meetings.

The motion carried by the following vote:

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

14-108 To approve a mutual aid agreement for emergency services to aid with

public safety emergencies, pursuant to 30-A M.R.S.A. §3156, with the Town of Gray, and to authorize the town manager to sign the agreement

on behalf of the town.

Attachments: Town of Gray Mutual Aid Agreement

Councilor Muir moved the Order, seconded by Councilor Chapman.

Tony explained that this Order and Order 14-022 are replacement agreements; they have mutual aid agreements in place with Gray and Standish, and these have been updated and reviewed by legal.

Councilor Chapman asked if this will cover the Forest Lake area? Tony said Cumberland put the town on notice last fall, that if conditions did not improve, they would discontinue, and Tony said it is not so much mutual aid, as we pay the Town of Cumberland to provide first first response because they are closer than we are. We did have an issue a week or so ago with snow melt and rain that made the first section going in nearly impassable and it would have been difficult to put a fire truck in there. Windham worked with the Town of Cumberland to identify an alternate route and work with the road association to improve the situation. Chief Hammond explained what they had to do temporarily until the frost is all out. Both towns are serving more from the Gray side than they are from the Windham side until the road improves. He also said they have been in contact with Mr. Copp, who is their Road Commissioner, and the Chief told him they'd be in contact to possibly pose some issues and resolutions that maybe, as a road association, could resolve.

The motion carried by the following vote:

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau, Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

To approve the July 1, 2014 to June 30, 2015 contract for services

provided by the Animal Refuge League.

<u>Attachments:</u> Animal Refuge League Contract Renewal 2015

Councilor Muir moved the Order, seconded by Councilor Moore.

Councilor Chapman: Noted that some information needed to be updated.

Councilor Noel: He asked if this represents any increase, and if so, is it included in the budget? Tony said he didn't have the information, and he would have to go back and look.

Councilor Noel moved to postpone Order 14-109 until May 13th so they can look into the fees, seconded by Councilor Chapman. The motion to postpone passed by the following vote:

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,
Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

14-119 To approve a victualer's permit application submitted by Kenneth Ray

d/b/a club 302 LLC, located at 765 Roosevelt Trail.

Attachments: Club 302 Victualer's Permit Application

A motion was made by Councilor Muir, seconded by Councilor Noel, that the Order be approved. The motion carried by the following vote.

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

14-122 To approve a mutual aid agreement for emergency services to aid with

public safety emergencies, pursuant to 30-A M.R.S.A. §3156, with the Town of Standish, and to authorize the town manager to sign the

agreement on behalf of the town.

Attachments: Town of Standish Mutual Aid Agreement

A motion was made by Councilor Muir, seconded by Councilor Chapman, that the Order be approved. The motion carried by the following vote:

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

14-126 To approve an application submitted by Kenneth Ray d/b/a Club 302

LLC for a new special amusement permit.

Attachments: Special Amusement-Club 302 LLC

A motion was made by Councilor Muir, seconded by Councilor Noel, that the

Order be approved. The motion carried by the following vote.

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

14-127 To approve applications for coin-operated device licenses submitted by

Kenneth Ray d/b/a Club 302 LLC, (15 devices).

Attachments: Club 302-Coin-op

A motion was made by Councilor Muir, seconded by Councilor Noel, that the Order be approved. The motion carried by the following vote:

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

XII. Discussion Items.

<u>CD 14-075</u> To confirm tasks for the Land Use Ordinance Committee (LUOC).

Attachments: LUOC ordinance priorities 03-25-14

TC approved staff prioritization 9-24-13

<u>CD 14-078</u> The Council will discuss proposed amendments to the Land Use

Ordinance with regard to standards for Automotive Repair Services and

Automobile Storage Lots.

Attachments: Auto Repair and Storage Lots

XIII. Agendas & Scheduling.

CD 14-114 Agenda Items Report - April 17, 2014

Attachments: Agenda Items Report - April 17, 2014

XIV. ADJOURN.

A motion was made by Councilor Muir, seconded by Councilor Chapman, that they be adjourned. The motion carried by the following vote.

In Favor: 6 - Councilor Chapman, Councilor Moore, Councilor Muir, Councilor Nadeau,

Councilor Noel and Vice Chair Welch

Absent: 1 - Council Chair Gleason

Respectfully submitted,

Linda S. Morrell Town Clerk, CCM